



Position Description

Department:	Moore County Department of Aging
Title:	<i>SHIIP/Medicare Counselor:</i>
Goal:	<i>The Moore County Department of Aging provides assistance with Medicare through the SHIIP (Senior Health Insurance Information Program)</i>
Duties:	<p><i>A SHIIP Volunteer Counselor service includes; counseling face-to-face, over the phone, or may be asked to research a topic or issue, contact outside parties such as providers and insurance companies with the client's/beneficiary's permission and/or act as an advocate on their behalf.</i></p> <ul style="list-style-type: none"><i>• Complete the Basic Training/Certification online course</i><i>• Attend quarterly follow-up meetings throughout the year.</i><i>• Work with the County SHIIP Coordinator in performing SHIIP outreach Activities such as health fairs, volunteer fairs, etc.</i><i>• Complete SHIIP Activity Reports after each counseling session</i>
Qualifications:	<ul style="list-style-type: none"><i>• Must be 18 years of age or older</i><i>• Must be good with people</i><i>• Have ability to follow and carry out instructions</i><i>• Have the willingness to learn</i><i>• Have good written and oral communication skills</i>
Time Required:	SHIIP Volunteer Counselors are required to attend quarterly meetings, each 2 hours in length. Volunteering at least 4 hours during the Annual Enrollment Period (AEP) from October 15 th through December 7 th , the busiest time of year to assist people with their Medicare Part D/Prescription Drug Program.
Supervisor:	Program/SHIIP Coordinator
Physical Demands:	Able to lift 5-10 lbs. to help assist with set up for health/volunteer fairs and able to climb stairs, if necessary; a negligible amount of force constantly to move objects; work requires stooping, kneeling, crouching, reaching, standing, walking, pulling, lifting, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for depth perception, color perception, preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the volunteer is subject to inside and outside environmental conditions.